

## **E-911 COMMUNICATIONS CENTER**

### **Statement of Purpose**

The Catawba County E-911 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. The center is prepared for daily communications traffic and emergencies by maintaining adequate numbers of highly trained personnel. The opportunity to save lives and property is greatly increased by having the most current state-of-the-art computerization, along with radio and telephone technology.

### **Outcomes**

1. To ensure citizens receive prompt emergency and medical care, the Communications Center will maintain a 90 second average dispatch time on all emergency calls throughout the County. Responding units will have the following response time averages:
  - a. EMS – 8 minute average response time, which is a 9 ½ minute average total response time.
  - b. Rescue – 6 minute average response time, which is a 7 ½ minute average total response.
  - c. Fire – strive to meet a 6 minute average response time, which is a 7 ½ minute average total response.
  - d. Sheriff – strive to meet a 7 minute average response time, which is an 8 ½ minute average total response.
2. Integrate an Automatic Vehicle Locator (AVL) system into operations which will provide mission-critical geographic information, such as aerial photos, shortest path routing, and building schematics for staff to most efficiently dispatch/route appropriate units.
3. Continue working with the State Highway Patrol, the Piedmont Area Communications Council, and local public safety agencies in general to establish radio interoperability between agencies in Catawba County and the surrounding area.
  - a. Work with County agencies, Municipal agencies, and the State Highway Patrol to move to the 800 Mhz Viper system, by researching, planning, and coordinating the project.
  - b. Work with the Piedmont Area Communications Council to implement its 11 county interoperability grant.
  - c. Cultivate joint ventures between local public safety agencies to generate savings through pooled resources including joint purchases and pursuing sharing microwave communications at State Highway Patrol sites.

4. The Communications Center will provide quality customer service to all public safety agencies by responding to field units within 15 seconds of each unit's call. Accomplishment evidenced by achieving an overall satisfaction rating of 90% or better from all public safety agencies.
5. Promote sound employee relations and morale by working with the Employee Relations Committee to secure feedback about the work environment, workload, schedules, and other factors affecting the workplace.

# Communications Center

Organization: 280100

	2007/08 Actual	2008/09 Current	2009/10 Requested	2009/10 Approved	Percent Change
<b>Revenue</b>					
Miscellaneous	\$18,586	\$19,096	\$19,669	\$19,669	3%
State	0	26,508	0	0	-100%
General Fund	1,261,667	1,566,790	1,605,871	1,596,749	2%
<b>Total</b>	<b>\$1,280,253</b>	<b>\$1,612,394</b>	<b>\$1,625,540</b>	<b>\$1,616,418</b>	<b>0%</b>
<b>Expenses</b>					
Personal Services	\$1,077,261	\$1,265,857	\$1,340,360	\$1,332,738	5%
Supplies & Operations	202,992	346,537	285,180	283,680	-18%
Capital	0	0	0	0	0%
<b>Total</b>	<b>\$1,280,253</b>	<b>\$1,612,394</b>	<b>\$1,625,540</b>	<b>\$1,616,418</b>	<b>0%</b>
<b>Employees</b>					
Permanent	24.00	27.00	29.00	29.00	7%
Hourly	3.00	2.37	2.37	2.37	0%
<b>Total</b>	<b>27.00</b>	<b>29.37</b>	<b>31.37</b>	<b>31.37</b>	<b>7%</b>

## Budget Highlights

The budget includes 2 new Telecommunicators effective October 1, 2009. The delayed start will provide time to further assess the impact of the recession on available revenues. The positions will be filled subject to not only revenue constraints but call volume and dispatch times. Based on the study recommendations from the 2000 Emergency Services Plan and national data, the Communications Center developed a strategic plan which indicates we are currently at least 3-4 Telecommunicators understaffed when looking at call volume and calls per Telecommunicator. It is recommended that 2 Telecommunicators be added each year through Fiscal Year 2010/11 to address this deficit.

State law changed with respect to the surcharges for 911 systems effective January 1, 2008. Some maintenance costs originally thought not to be fundable through the surcharge have been determined to be allowable and have been moved back to the Emergency Telephone fund accordingly. Catawba County actively continues to support expansion of the allowable uses of the 911 surcharge.

Outcomes for Fiscal Year 2009/10 continue to focus on maintaining a 90 second emergency medical dispatch response time, providing good customer service to public safety agencies dispatched, and expansion of interoperable communications systems. Communications Center staff will work with Technology and Public Safety agencies to integrate an Automatic Vehicle Locator (AVL) system into operations which will provide mission-critical geographic information, such as aerial photos, shortest path routing, and building schematics for staff to most efficiently dispatch/route appropriate units.